

Title (en)  
METHOD AND SYSTEM FOR TRAINING A CUSTOMER SERVICE REPRESENTATIVE BY ANALYSIS OF A TELEPHONIC INTERACTION BETWEEN A CUSTOMER AND A CONTACT CENTER

Title (de)  
VERFAHREN UND SYSTEM ZUM TRAINIEREN EINES KUNDENDIENSTVERTRETERS DURCH ANALYSE EINER TELEFONISCHEN INTERAKTION ZWISCHEN EINEM KUNDEN UND EINER KONTAKTZENTRALE

Title (fr)  
PROCÉDÉ ET SYSTÈME DE FORMATION D'UN REPRÉSENTANT DE SERVICE À LA CLIENTÈLE PAR ANALYSE D'UNE INTERACTION TÉLÉPHONIQUE ENTRE UN CLIENT ET UN CENTRE D'APPELS

Publication  
**EP 1999630 A2 20081210 (EN)**

Application  
**EP 06787108 A 20060712**

Priority  
• US 2006027158 W 20060712  
• US 36543206 A 20060301

Abstract (en)  
[origin: US2006265090A1] A computer program for training a customer service representative by analyzing a telephonic communication between a customer and a contact center is provided. A code segment selects at least one identifying criteria. A code segment identifies a pre-recorded first telephonic communication corresponding to the selected identifying criteria. The first telephonic communication has first event data associated therewith. A code segment generates coaching assessment data corresponding to the identified pre-recorded first telephonic communication. A code segment identifies a pre-recorded second telephonic communication corresponding to the selected identifying criteria. The second telephonic communication has second event data associated therewith. A code segment compares the identified pre-recorded second telephonic communication to the identified first telephonic communication within the coaching assessment data. A code segment generates a notification based on the comparison of the identified pre-recorded second telephonic communication with the identified first telephonic communication within the coaching assessment data.

IPC 8 full level  
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CPC (source: EP US)  
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Designated contracting state (EPC)  
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